

Table E-1
Pension and Social Insurance
CFO Performance Measures
Office of Workers' Compensation Programs
DIVISION OF FEDERAL EMPLOYEES' COMPENSATION

PROGRAM PERFORMANCE MEASURES	Fiscal Year 1996				
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
Common					
1. Initial Claims Processing Timeliness					
Traumatic Cases: 85% within 45 days	92.9%	92.5%	94.3%	91.9%	92.9%
Non-traumatic Cases: 70% within 180 days	85.0%	84.2%	86.1%	87.7%	85.8%
Agency Specific					
1. Medical Bill Processing Timeliness (80% within 28 days)	94.6%	93.2%	93.9%	93.3%	93.8%
2. Compensation Payment Processing Timeliness (80% within 14 days)	82.1%	82.1%	82.7%	83.0%	82.5%
3. Unadjudicated Case Inventory	10,975	9,559	8,607	8,161	8,161

Table E-2
Pension and Social Insurance
CFO Performance Measures
Office of Workers' Compensation Programs
DIVISION OF COAL MINE WORKERS' COMPENSATION

PROGRAM PERFORMANCE MEASURES	Fiscal Year 1996				
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
Common					
1. Initial Claims Processing Timeliness (95% within 180 days)	99.0%	98.0%	99.0%	99.0%	98.8%
Agency Specific					
1. Medical Bill Payment Timeliness (100% within 30 days)	100.0%	100.0%	100.0%	100.0%	100.0%
2. Timeliness of Informal Conference Process (98% within 200 days)	94.0%	85.0%	99.0%	98.0%	94.0% 1/
3. Timeliness of Hearing Referrals (98% within 90 days)	98.0%	93.0%	99.0%	97.0%	96.8% 1/

1/ Not meeting this performance measurement is attributable to the Federal government shutdowns during FY 1996.

Table E-3
Pension and Social Insurance
CFO Performance Measures
Office of Workers' Compensation Programs
DIVISION OF LONGSHORE AND HARBOR WORKERS' COMPENSATION

PROGRAM PERFORMANCE MEASURES	Fiscal Year 1996				
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
Common					
1. Timeliness of Initial Processing of Conference Requests (65% within 45 days)	77.5%	72.1%	88.0%	79.0%	79.7%
Agency Specific					
1. Timeliness of Hearing Referrals (75% within 10 days)	93.2%	91.8%	95.6%	97.7%	94.7%
2. Timeliness of Processing 2nd Injury Fund Applications (85% within 45 days)	89.8%	88.2%	93.3%	90.7%	90.7%